

Demographics

Gender		N	%	Class Level		N	%
Female		84	26.33%	First year		11	2.98%
Male		235	73.67%	Second year		25	6.78%
Total		319	100.00%	Third year		18	4.88%
No Response		55		Fourth year		23	6.23%
				Special student		0	0.00%
				Graduate/professional		280	75.88%
				Other class level		12	3.25%
				Total		369	100.00%
				No Response		5	
Age		N	%	Current GPA		N	%
24 and under		49	14.33%	No credits earned		21	5.87%
25 to 34		134	39.18%	1.99 or below		0	0.00%
35 to 44		71	20.76%	2.0 - 2.49		4	1.12%
45 and over		88	25.73%	2.5 - 2.99		27	7.54%
Total		342	100.00%	3.0 - 3.49		100	27.93%
No Response		32		3.5 or above		206	57.54%
				Total		358	100.00%
				No Response		16	
Ethnicity/Race		N	%	Educational Goal		N	%
African-American		34	9.52%	Associate degree		6	1.64%
American Indian or Alaskan Native		0	0.00%	Vocational/technical program		0	0.00%
Asian or Pacific Islander		21	5.88%	Transfer to another institution		1	0.27%
Caucasian/White		261	73.11%	Bachelor's degree		45	12.30%
Hispanic		17	4.76%	Master's degree		222	60.66%
Other race		8	2.24%	Doctorate or professional degree		88	24.04%
Race - Prefer not to respond		16	4.48%	Certification (initial/renewal)		1	0.27%
Total		357	100.00%	Self-improvement/pleasure		0	0.00%
No Response		17		Job-related training		2	0.55%
				Other educational goal		1	0.27%
				Total		366	100.00%
				No Response		8	
Current Enrollment Status		N	%				
Day		273	77.78%				
Evening		62	17.66%				
Weekend		16	4.56%				
Total		351	100.00%				
No Response		23					
Current Class Load		N	%				
Full-time		217	64.39%				
Part-time		120	35.61%				
Total		337	100.00%				
No Response		37					

Demographics

Employment	N	%	Institution Was My	N	%
Full-time off campus	178	48.77%	1st choice	279	78.59%
Part-time off campus	78	21.37%	2nd choice	60	16.90%
Full-time on campus	19	5.21%	3rd choice or lower	16	4.51%
Part-time on campus	46	12.60%	Total	355	100.00%
Not employed	44	12.05%	No Response	19	
Total	365	100.00%			
No Response	9				

Current Residence	N	%	Where do you take most of your classes?	N	%
Own house	140	39.22%	Main Campus--New Orleans	172	48.86%
Rent room / apartment / house	155	43.42%	Online	90	25.57%
Relative's home	17	4.76%	Extension Center	90	25.57%
Other residence	45	12.61%	Campus item - Answer 4	0	0.00%
Total	357	100.00%	Campus item - Answer 5	0	0.00%
No Response	17		Campus item - Answer 6	0	0.00%
			Total	352	100.00%
			No Response	22	

Residence Classification	N	%	In what format do you take most of your classes?	N	%
In-state	158	45.53%	Weekly	207	56.56%
Out-of-state	172	49.57%	Hybrid	58	15.85%
International (not U.S. citizen)	17	4.90%	Online	94	25.68%
Total	347	100.00%	Mentoring	1	0.27%
No Response	27		Workshop	6	1.64%
			Campus item 2 - Answer 6	0	0.00%
			Total	366	100.00%
			No Response	8	

Marital Status	N	%	Group Code	N	%
Single	88	25.29%	1000: Associates	10	2.74%
Single with children	6	1.72%	2000: Bachelors	64	17.53%
Married	85	24.43%	5000: MDiv	157	43.01%
Married with children	169	48.56%	5100: MA	46	12.60%
Marital - Prefer not to respond	0	0.00%	5200: MACE	20	5.48%
Total	348	100.00%	5300: MAMFC/MDiv Counseling Lic.	22	6.03%
No Response	26		5500: MTS	8	2.19%
			8000: DEdMin	1	0.27%
			8100: DMA	5	1.37%
			8300: EDD	1	0.27%

Demographics

9000: PhD	31	8.49%
Total	365	100.00%
No Response	9	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 62. Campus item: NOBTS has helped me more effectively answer God's call.
- 41. Major requirements are clear and reasonable.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 7. The staff at this institution are caring and helpful.
- 2. Faculty care about me as an individual.
- 27. This institution has a good reputation within the community.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 5. Classroom locations are safe and secure for all students.
- 45. I am able to complete most of my enrollment tasks in one location.
- 1. Adult students are made to feel welcome at this institution.

Challenges

- 4. The content of the courses within my major is valuable.
- 35. The quality of instruction I receive in my program is excellent.
- 60. Campus item: Course schedules are published in a timely manner.
- 52. Campus item: The library resources are satisfactory for my research needs.
- 54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.
- 61. Campus item: Course cycle information is available and accessible.
- 15. Library resources and services are adequate for adults.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 53. Campus item: The library hours provide me the time I need for research and study.
- 3. Classes are scheduled at times that are convenient for me.
- 26. Faculty provide timely feedback about my progress.
- 23. Adequate financial aid is available for most adult students.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Adult Students

- 42. Nearly all faculty are knowledgeable in their field.
- 35. The quality of instruction I receive in my program is excellent.
- 41. Major requirements are clear and reasonable.
- 21. Tuition paid is a worthwhile investment.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 7. The staff at this institution are caring and helpful.
- 2. Faculty care about me as an individual.
- 16. I am able to register for classes I need with few conflicts.
- 27. This institution has a good reputation within the community.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 49. There are sufficient options within my program of study.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 5. Classroom locations are safe and secure for all students.
- 37. Part-time faculty are competent as classroom instructors.
- 39. This institution responds quickly to my requests for information.
- 45. I am able to complete most of my enrollment tasks in one location.

Lower Satisfaction vs. National Adult Students

- 26. Faculty provide timely feedback about my progress.

Institutional Summary

Scales: In Order of Importance

Scale	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.49	6.05 / 0.91	0.44	6.55	5.90 / 1.01	0.65	0.15 **
Campus Climate	6.45	6.04 / 0.98	0.41	6.47	5.81 / 1.07	0.66	0.23 ***
Registration Effectiveness	6.38	6.07 / 0.90	0.31	6.46	5.85 / 1.03	0.61	0.22 ***
Academic Advising	6.36	5.93 / 1.15	0.43	6.51	5.87 / 1.18	0.64	0.06
Admissions and Financial Aid	6.31	5.79 / 1.18	0.52	6.42	5.62 / 1.26	0.80	0.17 *
Service Excellence	6.30	5.77 / 1.24	0.53	6.43	5.63 / 1.28	0.80	0.14 *
Safety and Security	6.21	6.23 / 0.81	-0.02	6.31	5.80 / 1.11	0.51	0.43 ***
Academic Services	6.12	5.81 / 1.11	0.31	6.26	5.69 / 1.17	0.57	0.12

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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National Group Means are based on 78681 records.

Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Nearly all faculty are knowledgeable in their field.	6.79	6.54 / 0.88	0.25	6.70	6.20 / 1.14	0.50	0.34 ***
4. The content of the courses within my major is valuable.	6.75	6.00 / 1.28	0.75	6.69	5.98 / 1.22	0.71	0.02
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.75	6.38 / 1.03	0.37				
35. The quality of instruction I receive in my program is excellent.	6.74	6.11 / 1.27	0.63	6.71	5.92 / 1.33	0.79	0.19 **
41. Major requirements are clear and reasonable.	6.68	6.20 / 1.08	0.48	6.64	5.96 / 1.32	0.68	0.24 ***
21. Tuition paid is a worthwhile investment.	6.67	6.10 / 1.24	0.57	6.65	5.52 / 1.56	1.13	0.58 ***
24. There is a commitment to academic excellence at this institution.	6.63	6.04 / 1.37	0.59	6.66	5.98 / 1.32	0.68	0.06
14. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.24 / 1.18	0.36	6.57	5.90 / 1.37	0.67	0.34 ***
7. The staff at this institution are caring and helpful.	6.59	6.22 / 1.13	0.37	6.53	5.97 / 1.27	0.56	0.25 ***
2. Faculty care about me as an individual.	6.56	6.16 / 1.15	0.40	6.45	5.86 / 1.34	0.59	0.30 ***
60. Campus item: Course schedules are published in a timely manner.	6.56	5.93 / 1.43	0.63				
16. I am able to register for classes I need with few conflicts.	6.54	6.08 / 1.29	0.46	6.60	5.82 / 1.49	0.78	0.26 ***
52. Campus item: The library resources are satisfactory for my research needs.	6.54	5.81 / 1.50	0.73				
27. This institution has a good reputation within the community.	6.51	6.26 / 1.24	0.25	6.44	5.91 / 1.33	0.53	0.35 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.50	6.14 / 1.38	0.36	6.61	6.02 / 1.38	0.59	0.12

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.50	5.70 / 1.58	0.80				
31. I am able to register for classes by personal computer, fax, or telephone.	6.48	6.49 / 0.96	-0.01	6.45	6.11 / 1.36	0.34	0.38 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.33 / 1.09	0.15	6.51	6.09 / 1.21	0.42	0.24 ***
61. Campus item: Course cycle information is available and accessible.	6.48	5.67 / 1.56	0.81				
15. Library resources and services are adequate for adults.	6.47	5.84 / 1.47	0.63	6.36	5.86 / 1.36	0.50	-0.02
49. There are sufficient options within my program of study.	6.46	5.90 / 1.30	0.56	6.49	5.63 / 1.47	0.86	0.27 ***
22. Security staff respond quickly in emergencies.	6.45	5.86 / 1.47	0.59	6.42	5.70 / 1.42	0.72	0.16
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.70	-0.22	6.47	6.34 / 1.03	0.13	0.32 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.44	5.81 / 1.59	0.63	6.50	5.56 / 1.65	0.94	0.25 **
37. Part-time faculty are competent as classroom instructors.	6.43	6.07 / 1.25	0.36	6.49	5.85 / 1.35	0.64	0.22 **
53. Campus item: The library hours provide me the time I need for research and study.	6.43	5.40 / 1.89	1.03				
39. This institution responds quickly to my requests for information.	6.42	5.99 / 1.38	0.43	6.49	5.78 / 1.42	0.71	0.21 **
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.38 / 1.05	0.03	6.51	6.19 / 1.19	0.32	0.19 **
3. Classes are scheduled at times that are convenient for me.	6.40	5.75 / 1.38	0.65	6.57	5.77 / 1.45	0.80	-0.02

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. Faculty provide timely feedback about my progress.	6.39	5.39 / 1.69	1.00	6.56	5.68 / 1.44	0.88	-0.29 ***
1. Adult students are made to feel welcome at this institution.	6.38	6.23 / 1.10	0.15	6.34	6.07 / 1.23	0.27	0.16 *
9. Billing policies are reasonable for adult students.	6.38	5.85 / 1.44	0.53	6.36	5.52 / 1.52	0.84	0.33 ***
23. Adequate financial aid is available for most adult students.	6.38	5.37 / 1.73	1.01	6.54	5.46 / 1.69	1.08	-0.09
20. Registration processes are reasonable and convenient for adults.	6.37	6.13 / 1.26	0.24	6.51	6.01 / 1.31	0.50	0.12
63. Campus item: I can access the website easily through my mobile device.	6.37	6.36 / 1.11	0.01				
10. Admissions representatives are knowledgeable.	6.36	6.20 / 1.12	0.16	6.38	5.89 / 1.35	0.49	0.31 ***
30. Academic support services adequately meet the needs of adult students.	6.36	6.07 / 1.22	0.29	6.44	5.81 / 1.39	0.63	0.26 ***
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.36	5.87 / 1.57	0.49				
64. Campus item: NOBTS values diversity in its student services.	6.36	6.12 / 1.33	0.24				
28. My academic advisor is accessible by telephone and e-mail.	6.34	6.14 / 1.32	0.20	6.51	6.06 / 1.36	0.45	0.08
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.34	5.94 / 1.51	0.40				
43. This institution offers a variety of payment plans for adult students.	6.33	5.86 / 1.46	0.47	6.37	5.59 / 1.54	0.78	0.27 **
11. My academic advisor is concerned about my success as an individual.	6.32	5.93 / 1.52	0.39	6.46	5.78 / 1.56	0.68	0.15

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
34. I receive complete information on the availability of financial aid.	6.32	5.48 / 1.69	0.84	6.44	5.41 / 1.72	1.03	0.07
44. When students enroll at this institution, they develop a plan to complete their degree.	6.31	5.61 / 1.54	0.70	6.53	5.91 / 1.41	0.62	-0.30 ***
73. Academic reputation as factor in decision to enroll.	6.30			6.28			
25. Admissions representatives respond to adult students' unique needs.	6.26	6.10 / 1.25	0.16	6.37	5.85 / 1.34	0.52	0.25 **
46. This institution provides timely responses to student complaints.	6.26	5.57 / 1.68	0.69	6.40	5.42 / 1.67	0.98	0.15
50. My advisor helps me apply my academic major to specific career goals.	6.24	5.52 / 1.77	0.72	6.42	5.52 / 1.67	0.90	0.00
6. Financial aid counselors are helpful to adult students.	6.20	5.76 / 1.59	0.44	6.36	5.50 / 1.65	0.86	0.26 **
59. Campus item: A list of ministry opportunities is readily available to students.	6.20	5.83 / 1.36	0.37				
38. Career services are adequate and accessible for adult students.	6.19	5.64 / 1.51	0.55	6.27	5.55 / 1.52	0.72	0.09
51. Campus item: I find the library staff to be courteous and helpful.	6.15	5.71 / 1.62	0.44				
8. My academic advisor is available at times that are convenient for me.	6.11	5.95 / 1.47	0.16	6.37	5.81 / 1.50	0.56	0.14
48. I am aware of whom to contact for questions about programs and services.	6.08	5.64 / 1.47	0.44	6.43	5.68 / 1.54	0.75	-0.04
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.08	6.11 / 1.36	-0.03				
17. Business office hours are convenient for adult students.	6.07	5.97 / 1.33	0.10	6.27	5.73 / 1.39	0.54	0.24 **

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Cost as factor in decision to enroll.	6.07			6.09			
18. Parking lots are well-lighted and secure.	6.04	6.11 / 1.19	-0.07	6.28	5.74 / 1.44	0.54	0.37 ***
33. Channels are readily available for adult students to express complaints.	5.96	5.25 / 1.73	0.71	6.20	5.26 / 1.74	0.94	-0.01
13. The amount of student parking is adequate.	5.95	6.14 / 1.24	-0.19	6.09	5.34 / 1.82	0.75	0.80 ***
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.89	5.28 / 1.97	0.61				
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.82			6.04			
47. Bookstore hours are convenient for adult students.	5.79	5.71 / 1.50	0.08	6.09	5.42 / 1.66	0.67	0.29 **
65. Campus item: NOBTS social media is useful and effective.	5.77	5.66 / 1.51	0.11				
12. Computer labs are adequate and accessible for adult students.	5.66	5.71 / 1.57	-0.05	6.12	5.72 / 1.53	0.40	-0.01
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.64			5.53			
77. Campus location (close to home/work) as factor in decision to enroll.	5.36			6.01			
32. My classes provide opportunities to improve my technology skills.	5.32	5.56 / 1.46	-0.24	6.05	5.75 / 1.38	0.30	-0.19 *
75. Future employment opportunities as factor in decision to enroll.	5.25			6.15			
36. Vending or snack bar food options are readily available.	5.15	5.78 / 1.54	-0.63	5.46	5.34 / 1.67	0.12	0.44 ***

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Institutional Summary
Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.01			5.92			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.95			6.07			
74. Size of institution as factor in decision to enroll.	4.43			5.37			
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.36	5.93 / 1.15	0.43	6.51	5.87 / 1.18	0.64	0.06
8. My academic advisor is available at times that are convenient for me.	6.11	5.95 / 1.47	0.16	6.37	5.81 / 1.50	0.56	0.14
11. My academic advisor is concerned about my success as an individual.	6.32	5.93 / 1.52	0.39	6.46	5.78 / 1.56	0.68	0.15
19. My academic advisor is knowledgeable about requirements in my major.	6.50	6.14 / 1.38	0.36	6.61	6.02 / 1.38	0.59	0.12
28. My academic advisor is accessible by telephone and e-mail.	6.34	6.14 / 1.32	0.20	6.51	6.06 / 1.36	0.45	0.08
41. Major requirements are clear and reasonable.	6.68	6.20 / 1.08	0.48	6.64	5.96 / 1.32	0.68	0.24 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.31	5.61 / 1.54	0.70	6.53	5.91 / 1.41	0.62	-0.30 ***
50. My advisor helps me apply my academic major to specific career goals.	6.24	5.52 / 1.77	0.72	6.42	5.52 / 1.67	0.90	0.00

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.12	5.81 / 1.11	0.31	6.26	5.69 / 1.17	0.57	0.12
12. Computer labs are adequate and accessible for adult students.	5.66	5.71 / 1.57	-0.05	6.12	5.72 / 1.53	0.40	-0.01
15. Library resources and services are adequate for adults.	6.47	5.84 / 1.47	0.63	6.36	5.86 / 1.36	0.50	-0.02
30. Academic support services adequately meet the needs of adult students.	6.36	6.07 / 1.22	0.29	6.44	5.81 / 1.39	0.63	0.26 ***
38. Career services are adequate and accessible for adult students.	6.19	5.64 / 1.51	0.55	6.27	5.55 / 1.52	0.72	0.09
47. Bookstore hours are convenient for adult students.	5.79	5.71 / 1.50	0.08	6.09	5.42 / 1.66	0.67	0.29 **

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.31	5.79 / 1.18	0.52	6.42	5.62 / 1.26	0.80	0.17 *
6. Financial aid counselors are helpful to adult students.	6.20	5.76 / 1.59	0.44	6.36	5.50 / 1.65	0.86	0.26 **
10. Admissions representatives are knowledgeable.	6.36	6.20 / 1.12	0.16	6.38	5.89 / 1.35	0.49	0.31 ***
23. Adequate financial aid is available for most adult students.	6.38	5.37 / 1.73	1.01	6.54	5.46 / 1.69	1.08	-0.09
25. Admissions representatives respond to adult students' unique needs.	6.26	6.10 / 1.25	0.16	6.37	5.85 / 1.34	0.52	0.25 **
34. I receive complete information on the availability of financial aid.	6.32	5.48 / 1.69	0.84	6.44	5.41 / 1.72	1.03	0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.45	6.04 / 0.98	0.41	6.47	5.81 / 1.07	0.66	0.23 ***
1. Adult students are made to feel welcome at this institution.	6.38	6.23 / 1.10	0.15	6.34	6.07 / 1.23	0.27	0.16 *
2. Faculty care about me as an individual.	6.56	6.16 / 1.15	0.40	6.45	5.86 / 1.34	0.59	0.30 ***
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.70	-0.22	6.47	6.34 / 1.03	0.13	0.32 ***
7. The staff at this institution are caring and helpful.	6.59	6.22 / 1.13	0.37	6.53	5.97 / 1.27	0.56	0.25 ***
21. Tuition paid is a worthwhile investment.	6.67	6.10 / 1.24	0.57	6.65	5.52 / 1.56	1.13	0.58 ***
24. There is a commitment to academic excellence at this institution.	6.63	6.04 / 1.37	0.59	6.66	5.98 / 1.32	0.68	0.06
27. This institution has a good reputation within the community.	6.51	6.26 / 1.24	0.25	6.44	5.91 / 1.33	0.53	0.35 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.44	5.81 / 1.59	0.63	6.50	5.56 / 1.65	0.94	0.25 **
33. Channels are readily available for adult students to express complaints.	5.96	5.25 / 1.73	0.71	6.20	5.26 / 1.74	0.94	-0.01
50. My advisor helps me apply my academic major to specific career goals.	6.24	5.52 / 1.77	0.72	6.42	5.52 / 1.67	0.90	0.00

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.49	6.05 / 0.91	0.44	6.55	5.90 / 1.01	0.65	0.15 **
2. Faculty care about me as an individual.	6.56	6.16 / 1.15	0.40	6.45	5.86 / 1.34	0.59	0.30 ***
4. The content of the courses within my major is valuable.	6.75	6.00 / 1.28	0.75	6.69	5.98 / 1.22	0.71	0.02
14. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.24 / 1.18	0.36	6.57	5.90 / 1.37	0.67	0.34 ***
24. There is a commitment to academic excellence at this institution.	6.63	6.04 / 1.37	0.59	6.66	5.98 / 1.32	0.68	0.06
26. Faculty provide timely feedback about my progress.	6.39	5.39 / 1.69	1.00	6.56	5.68 / 1.44	0.88	-0.29 ***
32. My classes provide opportunities to improve my technology skills.	5.32	5.56 / 1.46	-0.24	6.05	5.75 / 1.38	0.30	-0.19 *
35. The quality of instruction I receive in my program is excellent.	6.74	6.11 / 1.27	0.63	6.71	5.92 / 1.33	0.79	0.19 **
37. Part-time faculty are competent as classroom instructors.	6.43	6.07 / 1.25	0.36	6.49	5.85 / 1.35	0.64	0.22 **
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.33 / 1.09	0.15	6.51	6.09 / 1.21	0.42	0.24 ***
41. Major requirements are clear and reasonable.	6.68	6.20 / 1.08	0.48	6.64	5.96 / 1.32	0.68	0.24 ***
42. Nearly all faculty are knowledgeable in their field.	6.79	6.54 / 0.88	0.25	6.70	6.20 / 1.14	0.50	0.34 ***
49. There are sufficient options within my program of study.	6.46	5.90 / 1.30	0.56	6.49	5.63 / 1.47	0.86	0.27 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.38	6.07 / 0.90	0.31	6.46	5.85 / 1.03	0.61	0.22 ***
3. Classes are scheduled at times that are convenient for me.	6.40	5.75 / 1.38	0.65	6.57	5.77 / 1.45	0.80	-0.02
9. Billing policies are reasonable for adult students.	6.38	5.85 / 1.44	0.53	6.36	5.52 / 1.52	0.84	0.33 ***
16. I am able to register for classes I need with few conflicts.	6.54	6.08 / 1.29	0.46	6.60	5.82 / 1.49	0.78	0.26 ***
17. Business office hours are convenient for adult students.	6.07	5.97 / 1.33	0.10	6.27	5.73 / 1.39	0.54	0.24 **
20. Registration processes are reasonable and convenient for adults.	6.37	6.13 / 1.26	0.24	6.51	6.01 / 1.31	0.50	0.12
31. I am able to register for classes by personal computer, fax, or telephone.	6.48	6.49 / 0.96	-0.01	6.45	6.11 / 1.36	0.34	0.38 ***
43. This institution offers a variety of payment plans for adult students.	6.33	5.86 / 1.46	0.47	6.37	5.59 / 1.54	0.78	0.27 **
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.38 / 1.05	0.03	6.51	6.19 / 1.19	0.32	0.19 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.21	6.23 / 0.81	-0.02	6.31	5.80 / 1.11	0.51	0.43 ***
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.70	-0.22	6.47	6.34 / 1.03	0.13	0.32 ***
13. The amount of student parking is adequate.	5.95	6.14 / 1.24	-0.19	6.09	5.34 / 1.82	0.75	0.80 ***
18. Parking lots are well-lighted and secure.	6.04	6.11 / 1.19	-0.07	6.28	5.74 / 1.44	0.54	0.37 ***
22. Security staff respond quickly in emergencies.	6.45	5.86 / 1.47	0.59	6.42	5.70 / 1.42	0.72	0.16

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.30	5.77 / 1.24	0.53	6.43	5.63 / 1.28	0.80	0.14 *
7. The staff at this institution are caring and helpful.	6.59	6.22 / 1.13	0.37	6.53	5.97 / 1.27	0.56	0.25 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.44	5.81 / 1.59	0.63	6.50	5.56 / 1.65	0.94	0.25 **
33. Channels are readily available for adult students to express complaints.	5.96	5.25 / 1.73	0.71	6.20	5.26 / 1.74	0.94	-0.01
39. This institution responds quickly to my requests for information.	6.42	5.99 / 1.38	0.43	6.49	5.78 / 1.42	0.71	0.21 **
46. This institution provides timely responses to student complaints.	6.26	5.57 / 1.68	0.69	6.40	5.42 / 1.67	0.98	0.15
48. I am aware of whom to contact for questions about programs and services.	6.08	5.64 / 1.47	0.44	6.43	5.68 / 1.54	0.75	-0.04

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.38	6.23 / 1.10	0.15	6.34	6.07 / 1.23	0.27	0.16 *
2. Faculty care about me as an individual.	6.56	6.16 / 1.15	0.40	6.45	5.86 / 1.34	0.59	0.30 ***
3. Classes are scheduled at times that are convenient for me.	6.40	5.75 / 1.38	0.65	6.57	5.77 / 1.45	0.80	-0.02
4. The content of the courses within my major is valuable.	6.75	6.00 / 1.28	0.75	6.69	5.98 / 1.22	0.71	0.02
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.70	-0.22	6.47	6.34 / 1.03	0.13	0.32 ***
6. Financial aid counselors are helpful to adult students.	6.20	5.76 / 1.59	0.44	6.36	5.50 / 1.65	0.86	0.26 **
7. The staff at this institution are caring and helpful.	6.59	6.22 / 1.13	0.37	6.53	5.97 / 1.27	0.56	0.25 ***
8. My academic advisor is available at times that are convenient for me.	6.11	5.95 / 1.47	0.16	6.37	5.81 / 1.50	0.56	0.14
9. Billing policies are reasonable for adult students.	6.38	5.85 / 1.44	0.53	6.36	5.52 / 1.52	0.84	0.33 ***
10. Admissions representatives are knowledgeable.	6.36	6.20 / 1.12	0.16	6.38	5.89 / 1.35	0.49	0.31 ***
11. My academic advisor is concerned about my success as an individual.	6.32	5.93 / 1.52	0.39	6.46	5.78 / 1.56	0.68	0.15
12. Computer labs are adequate and accessible for adult students.	5.66	5.71 / 1.57	-0.05	6.12	5.72 / 1.53	0.40	-0.01
13. The amount of student parking is adequate.	5.95	6.14 / 1.24	-0.19	6.09	5.34 / 1.82	0.75	0.80 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.24 / 1.18	0.36	6.57	5.90 / 1.37	0.67	0.34 ***
15. Library resources and services are adequate for adults.	6.47	5.84 / 1.47	0.63	6.36	5.86 / 1.36	0.50	-0.02
16. I am able to register for classes I need with few conflicts.	6.54	6.08 / 1.29	0.46	6.60	5.82 / 1.49	0.78	0.26 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.07	5.97 / 1.33	0.10	6.27	5.73 / 1.39	0.54	0.24 **
18. Parking lots are well-lighted and secure.	6.04	6.11 / 1.19	-0.07	6.28	5.74 / 1.44	0.54	0.37 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.50	6.14 / 1.38	0.36	6.61	6.02 / 1.38	0.59	0.12
20. Registration processes are reasonable and convenient for adults.	6.37	6.13 / 1.26	0.24	6.51	6.01 / 1.31	0.50	0.12
21. Tuition paid is a worthwhile investment.	6.67	6.10 / 1.24	0.57	6.65	5.52 / 1.56	1.13	0.58 ***
22. Security staff respond quickly in emergencies.	6.45	5.86 / 1.47	0.59	6.42	5.70 / 1.42	0.72	0.16
23. Adequate financial aid is available for most adult students.	6.38	5.37 / 1.73	1.01	6.54	5.46 / 1.69	1.08	-0.09
24. There is a commitment to academic excellence at this institution.	6.63	6.04 / 1.37	0.59	6.66	5.98 / 1.32	0.68	0.06
25. Admissions representatives respond to adult students' unique needs.	6.26	6.10 / 1.25	0.16	6.37	5.85 / 1.34	0.52	0.25 **
26. Faculty provide timely feedback about my progress.	6.39	5.39 / 1.69	1.00	6.56	5.68 / 1.44	0.88	-0.29 ***
27. This institution has a good reputation within the community.	6.51	6.26 / 1.24	0.25	6.44	5.91 / 1.33	0.53	0.35 ***
28. My academic advisor is accessible by telephone and e-mail.	6.34	6.14 / 1.32	0.20	6.51	6.06 / 1.36	0.45	0.08
29. I seldom get the "run-around" when seeking information at this institution.	6.44	5.81 / 1.59	0.63	6.50	5.56 / 1.65	0.94	0.25 **
30. Academic support services adequately meet the needs of adult students.	6.36	6.07 / 1.22	0.29	6.44	5.81 / 1.39	0.63	0.26 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.48	6.49 / 0.96	-0.01	6.45	6.11 / 1.36	0.34	0.38 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.32	5.56 / 1.46	-0.24	6.05	5.75 / 1.38	0.30	-0.19 *
33. Channels are readily available for adult students to express complaints.	5.96	5.25 / 1.73	0.71	6.20	5.26 / 1.74	0.94	-0.01
34. I receive complete information on the availability of financial aid.	6.32	5.48 / 1.69	0.84	6.44	5.41 / 1.72	1.03	0.07
35. The quality of instruction I receive in my program is excellent.	6.74	6.11 / 1.27	0.63	6.71	5.92 / 1.33	0.79	0.19 **
36. Vending or snack bar food options are readily available.	5.15	5.78 / 1.54	-0.63	5.46	5.34 / 1.67	0.12	0.44 ***
37. Part-time faculty are competent as classroom instructors.	6.43	6.07 / 1.25	0.36	6.49	5.85 / 1.35	0.64	0.22 **
38. Career services are adequate and accessible for adult students.	6.19	5.64 / 1.51	0.55	6.27	5.55 / 1.52	0.72	0.09
39. This institution responds quickly to my requests for information.	6.42	5.99 / 1.38	0.43	6.49	5.78 / 1.42	0.71	0.21 **
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.33 / 1.09	0.15	6.51	6.09 / 1.21	0.42	0.24 ***
41. Major requirements are clear and reasonable.	6.68	6.20 / 1.08	0.48	6.64	5.96 / 1.32	0.68	0.24 ***
42. Nearly all faculty are knowledgeable in their field.	6.79	6.54 / 0.88	0.25	6.70	6.20 / 1.14	0.50	0.34 ***
43. This institution offers a variety of payment plans for adult students.	6.33	5.86 / 1.46	0.47	6.37	5.59 / 1.54	0.78	0.27 **
44. When students enroll at this institution, they develop a plan to complete their degree.	6.31	5.61 / 1.54	0.70	6.53	5.91 / 1.41	0.62	-0.30 ***
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.38 / 1.05	0.03	6.51	6.19 / 1.19	0.32	0.19 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.26	5.57 / 1.68	0.69	6.40	5.42 / 1.67	0.98	0.15
47. Bookstore hours are convenient for adult students.	5.79	5.71 / 1.50	0.08	6.09	5.42 / 1.66	0.67	0.29 **
48. I am aware of whom to contact for questions about programs and services.	6.08	5.64 / 1.47	0.44	6.43	5.68 / 1.54	0.75	-0.04
49. There are sufficient options within my program of study.	6.46	5.90 / 1.30	0.56	6.49	5.63 / 1.47	0.86	0.27 ***
50. My advisor helps me apply my academic major to specific career goals.	6.24	5.52 / 1.77	0.72	6.42	5.52 / 1.67	0.90	0.00
51. Campus item: I find the library staff to be courteous and helpful.	6.15	5.71 / 1.62	0.44				
52. Campus item: The library resources are satisfactory for my research needs.	6.54	5.81 / 1.50	0.73				
53. Campus item: The library hours provide me the time I need for research and study.	6.43	5.40 / 1.89	1.03				
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.50	5.70 / 1.58	0.80				
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.08	6.11 / 1.36	-0.03				
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.89	5.28 / 1.97	0.61				
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.36	5.87 / 1.57	0.49				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.34	5.94 / 1.51	0.40				
59. Campus item: A list of ministry opportunities is readily available to students.	6.20	5.83 / 1.36	0.37				
60. Campus item: Course schedules are published in a timely manner.	6.56	5.93 / 1.43	0.63				
61. Campus item: Course cycle information is available and accessible.	6.48	5.67 / 1.56	0.81				
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.75	6.38 / 1.03	0.37				
63. Campus item: I can access the website easily through my mobile device.	6.37	6.36 / 1.11	0.01				
64. Campus item: NOBTS values diversity in its student services.	6.36	6.12 / 1.33	0.24				
65. Campus item: NOBTS social media is useful and effective.	5.77	5.66 / 1.51	0.11				
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							
71. Cost as factor in decision to enroll.	6.07			6.09			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.82			6.04			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary
Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Academic reputation as factor in decision to enroll.	6.30			6.28			
74. Size of institution as factor in decision to enroll.	4.43			5.37			
75. Future employment opportunities as factor in decision to enroll.	5.25			6.15			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.64			5.53			
77. Campus location (close to home/work) as factor in decision to enroll.	5.36			6.01			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.95			6.07			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.01			5.92			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 78681 records.

Institutional Summary

Summary Items

Summary Item	New Orleans Baptist Theological Seminary - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4>About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.16 1% 0% 6% 28% 23% 12% 26%	Average: 4.91 2% 1% 8% 29% 25% 13% 18%	0.25
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.92 0% 1% 6% 4% 9% 38% 38%	Average: 5.64 1% 2% 6% 6% 14% 39% 29%	0.28
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.15 1% 3% 1% 4% 7% 24% 56%	Average: 5.71 2% 5% 4% 7% 9% 27% 43%	0.44